



Department of Medical Assistance Services
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Richmond, Virginia 23219

www.dmas.virginia.gov

MEDICAID PROVIDER MANUAL UPDATE

TO: All Providers of Community Mental Health Rehabilitative Services Participating in the Virginia Medical Assistance Program and Managed Care Organizations

FROM: Gregg A. Pane, MD, MPA, Director
Department of Medical Assistance Services (DMAS)

MEMO: Update

DATE: 9/23/2010

SUBJECT: Update to Community Mental Health Rehabilitative Services Provider Manual

The purpose of this memorandum is to notify you of changes to Chapters II, IV, V, VI, and Appendix C of your Community Mental Health Rehabilitative Services Provider Manual. Please download the new pages to insert into your Provider Manual and retain the attached table. The attached table shows the changes to the manual.

Amendments to Chapter II

- Provides notification of new staff credentials required for adult and children's services.

Amendments to Chapter IV

- Provides clarification on changes for Intensive In-Home services (IIH).
- Provides clarification on service changes for Therapeutic Day Treatment for Children and Adolescents.
- Provides clarification on changes for Mental Health Support Services.

Amendments to Chapter V

- Provides clarification on special billing issues for Intensive In-Home services.
- Provides clarification on recommended age requirements for Mental Health Support Services.

Amendments to Chapter VI

- Provides information on DMAS Mental Health Utilization Review.

Amendments to Appendix C

- Provides information on the service authorization process.

Please review these changes carefully.

VIRGINIA MEDICAID WEB PORTAL

DMAS offers a web-based Internet option to access information regarding Medicaid or FAMIS member eligibility, claims status, check status, service limits, service authorizations, and electronic copies of remittance advices. Providers must register through the Virginia Medicaid Web Portal in order to access this information. The Virginia Medicaid Web Portal can be accessed by going to: www.virginiamedicaid.dmas.virginia.gov. If you have any questions regarding the Virginia Medicaid Web Portal, please contact the ACS Web Portal Support Helpdesk, toll free, at 1-866-352-0496 from 8:00 A.M. to 5:00 P.M. Monday through Friday, except holidays. The MediCall audio response system provides similar information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider.

ELIGIBILITY VENDORS

DMAS has contracts with the following eligibility verification vendors offering internet real-time, batch and/or integrated platforms. Eligibility details such as eligibility status, third party liability, and service limits for many service types and procedures are available. Contact information for each of the vendors is listed below.

Passport Health Communications, Inc. www.passporthealth.com sales@passporthealth.com Telephone: 1 (888) 661-5657	SIEMENS Medical Solutions – Health Services Foundation Enterprise Systems/HDX www.hdx.com Telephone: 1 (610) 219-2322	Emdeon www.emdeon.com Telephone: 1 (877) 363-3666
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COPIES OF MANUALS

DMAS publishes electronic and printable copies of its Provider Manuals and Medicaid Memoranda on the DMAS website at www.dmas.virginia.gov. Refer to the “DMAS Content Menu” column on the left-hand side of the DMAS web page for the “Provider Services” link, which takes you to the “Manuals, Memos and Communications” link. This link opens up a page that contains all of the various communications to providers, including Provider Manuals and Medicaid Memoranda. The Internet is the most efficient means to receive and review current provider information. If you do not have access to the Internet or would like a paper copy of a manual, you can order it by contacting Commonwealth-Martin at 1-804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates that are requested.

“HELPLINE”

The “HELPLINE” is available to answer questions Monday through Friday from 8:30 a.m. to 4:30 p.m., except on state holidays. The “HELPLINE” numbers are:

1-804-786-6273	Richmond area and out-of-state long distance
1-800-552-8627	All other areas (in-state, toll-free long distance)

Please remember that the “HELPLINE” is for provider use only. Please have your Medicaid Provider Identification Number available when you call.

Attached Number of Pages: (1)

***COMMUNITY MENTAL HEALTH REHABILITATIVE SERVICES
PROVIDER MANUAL***

REVISION CHART
September 23, 2010

SUMMARY OF REVISIONS

MANUAL SECTION	MATERIAL REVISED	NEW PAGE NUMBER(S)	REVISED PAGE(S)	REVISION DATE
Chapter II	Chapter II		Entire Chapter	9/23/2010
Chapter IV	Chapter IV		Entire Chapter	9/23/2010
Chapter V	Chapter V		Entire Chapter	9/23/2010
Chapter VI	Chapter VI		Entire Chapter	9/23/2010
Appendix C	Appendix C		Entire Appendix	9/23/2010

FILING INSTRUCTIONS

MANUAL SECTION	DISCARD	INSERT	OTHER INSTRUCTIONS
Chapter II	Old Chapter II	New Chapter II	
Chapter IV	Old Chapter IV	New Chapter IV	
Chapter V	Old Chapter V	New Chapter V	
Chapter VI	Old Chapter VI	New Chapter VI	
Appendix C	Old Appendix C	New Appendix C	